

The Traveler's Guide to Successful Claims Processing

Overview, Continued

While you are traveling

We recommend that you obtain receipts for all expenses while you are traveling. You are only required to submit receipts for certain items (lodging, rental vehicles and individual expenditures of \$75 or over, for example); however, you will find that the receipts you collected during your trip will be a helpful record of your expenses which you can use to complete your travel voucher. Many travelers have found it useful to maintain a DD Form 1351-2 to record both itinerary and expenses during their trip.

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The Travel Claim Process and Responsibilities

Introduction

This section outlines the travel claim process and shows the responsibilities associated with each stage. If you are not familiar with the travel claim process under the new centralized Travel Liquidation and Certification (TLC) system, please take the time to review this section.

Travel Liquidation and Certification (TLC)

The Coast Guard has implemented an "on-line" system called the Travel Liquidation and Certification (TLC) system for the liquidation of travel claims. With this system the Coast Guard can liquidate and pay travel settlements within a matter of days.

Process

This table shows the travel claim process and responsibilities.

Stage	Who does it	When	What happens	
1	Traveler	Within 3 days of completion of TAD or PCS travel. (For PCS, submit claim after completion of dependents travel if dependents travel separately)	Submits travel voucher to Supervisor for administrative review. <ul style="list-style-type: none">Retains copy of travel voucher, orders, and receipts.	
2	Supervisor	Within 2 days of receipt from member.	Reviews claim for completeness. <ul style="list-style-type: none">Dates and signs claim indicating the traveler completed the ordered travel.Forwards original claim to HRSIC.	
3	HRSIC (TVL) Examiner	Within 4 days after receipt, depending on workload.	Reviews travel voucher and enters into TLC system.	
		(e.g., During periods of heavy travel it may take longer for the examiner to get to your claim).	If travel voucher is	Then
			Complete, correct, and accurate	Forwards reviewed claim and voucher summary to auditor. (Go to Step 5)
			Incorrect or incomplete	Examiner contacts member/ unit to resolve via phone or Email. If unresolved by 24 hrs, claim is forwarded to CAT Liaison for action.

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The Travel Claim Process and Responsibilities, Continued

Process (cont'd)

Stage	Who does it	When	What happens	
4	HRSIC (TVL) CAT Liaison	Within 5 days of receipt from examiner	Resolved/Fixed	Forwards claim to examiner (Step 3).
			Unresolved error/ problem	CAT Liaison returns claim w/return letter explaining error/ problem.
5	HRSIC (TVL) Auditor	Claim is received from examiner	Certifies travel voucher for payment and returns to examiner for filing and mailing. Note: A traveler whose entitlements are less than a Government travel advance will be sent a letter of overpayment at this point. See the section about advances, on page 24, for more information on the recoupment procedures.	
6	Coast Guard Finance Center	Upon receipt from HRSIC (tvI)	If payment is	Then
			Direct Deposit	Payment will be transferred to the traveler's account within 10 days.
			Check (For non-military traveler)	Check will be mailed to the address listed on the travel claim within 15 days.

NOTE: Travelers utilizing industrial site funding must contact their respective industrial site to ascertain if payment has been made.

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Detailed Instructions for the Completion of the Travel Voucher (DD form 1351-2, Aug. 97)

Introduction A properly completed travel voucher is required to process your travel claim. This section provides detailed instructions and examples for completing the travel voucher correctly.

Before you begin These instructions apply to DD Form 1351-2, dated August 1997, Travel Voucher, for PCS and TAD travel claims.

Note: If you are submitting a claim for local travel turn to the section for completing a Local Travel Voucher on page 27 of this guide.

Make sure you have your orders, receipts, airline itinerary, etc. available before you start working on your claim. Having this information at your fingertips while working on your claim will help ensure that you remember to claim everything you are entitled to.

If we can't read it, we can't process it!
(Neatness counts) The DD-1351-2 is available in the *Form Plus Laser*® program on Coast Guard Standard Workstation (CGSW) II or the *Jet Forms*® program on CGSW-III. Although travel claims completed legibly in pen are acceptable, we strongly encourage you to take advantage of the available software to complete your travel claim. Some of the blocks on the form are rather small and it can be difficult to legibly enter all the required information by hand. If you do not have access to a CGSW with the appropriate software, or are unfamiliar with the program(s), please contact your unit administrative office for assistance.

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Accounting Data, Continued

Document Type 33 and DITY Moves Claims for reimbursement of Document type 33 (Miscellaneous items) and for Do It Yourself (DITY) Moves should be forward to the Coast Guard Finance Center (FINCEN) for processing. These types of claims are not processed by HRSIC (tvI).

- Send Document type 33 and DITY Move claims to:
COMMANDING OFFICER (33)
U S COAST GUARD FINANCE CENTER
1430 A KRISTINA WAY
CHESAPEAKE, VA 23326-1000
ATTN: MISC. REIMB.

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Submission of Travel Claims

Introduction

This section will guide you through the process of finishing up your travel voucher and submitting it to your supervisor for review.

The Travel Claim Package

The following items are required for each travel claim:

- Original.
- Original travel orders, including any amendments or endorsements. (For **Document Type 13, Repeat Travel Orders**: order issuing activity will retain all original orders; orders must indicate in the remarks block the name, phone number and e-mail address of the office where the originals are on file.
- Original itemized receipt for lodging expenses regardless of the amount.
- Original receipts for reimbursable expenses of \$75 or over. In the case of lost receipts, please make the following statement in block 29 of your travel claim:

Lost original receipt(s). I will not make another claim against the government for this item on this TONO.

Signature_____

NOTE: Please itemize your costs (i.e., how much spent for each item). For hotel receipts it is necessary to provide the name of the hotel, phone number, address and a point of contract at the hotel for verification.

- Endorsement(s) or SF-1038 for amount of advance travel payment(s), if applicable.
-

Travel Voucher Submission

Before submitting your travel claim to your supervisor for administrative review, **make a complete copy of it and all required attachments**. Your travel voucher and attachments will not be returned to you after processing by HRSIC (TVL), so it is important to keep a copy for your records in the event you need to submit a supplemental claim. Additionally, occasional loss of mail occurs and this will ensure copies of your receipts and orders are available if needed.

- Securely staple your travel claim package together to prevent loss of receipts or separation of package. (Please refrain from using paper clips).

At this point it is a good idea to review your travel claim to ensure you have completed it correctly and claimed everything you are entitled to. Use the "Traveler's Checklist" on page 21 of this guide to complete your review.

After completing the Traveler's Checklist, give your completed claim to your supervisor for review. Remember that you must submit your travel voucher to your supervisor within three days of completion of travel.

Congratulations! You have completed your travel voucher and now it is up to your supervisor to complete the administrative review and forward the entire package to HRSIC (TVL) for processing.

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Submission of Travel Claims, Continued

Mailing Procedures

When submitting claims to HRSIC (TVL) for processing, use the appropriate mail stop code, P. O. Box number and zip code from the table below. Using a P. O. Box based on your geographic area will eliminate mail-sorting time and provide faster payment to you.

Location	Address
All CGD1, CGD5, CGD7, LANTAREA, MLCLANT, GANTSEC, Europe and Headquarters units	COMMANDING OFFICER (TVL- EC) COAST GUARD HUMAN RESOURCES SERVICE & INFORMATION CENTER P O BOX 3551 TOPEKA KS 66601- 3551 Fax (785) 295-2837 Fax (785) 295-2976
All CGD8, CGD9, CGD11, CGD13, CGD14, PACAREA, MLCPAC, MARSEC, and FESEC units	COMMANDING OFFICER (TVL- WC) COAST GUARD HUMAN RESOURCES SERVICE & INFORMATION CENTER P O BOX 3552 TOPEKA KS 66601- 3552 Fax (785) 295-2835 Fax (785) 295-2960

Note: Please do not fold travel claim documents. Mail (unfolded) in large envelopes with all documents, receipts and copies **stapled** together as one package to reduce risk of lost documents. Use of these PO Boxes for other than travel related materials would cause a significant delay in processing.

Fax Process

The HRSIC fax process provides the unit with a verifiable, accurate and timely system of travel completion with the emphasis on accuracy and first time, only time delivery of payment.

Units desiring to access this service should contact their respective travel sections listed above. Further details are provided in HRSICINST 4600.1.

A quick overview of the process follows:

- ◆ Unit must designate Unit Authorizing Official (UAO) via letter to HRSIC (a minimum of two individuals are required).
- ◆ The member must submit completed package to UAO for review and forwarding (only the UAO is authorized to fax the completed package).
- ◆ UAO completes certification sheet and faxes the sheet, orders, relevant amendments and the travel claim to their respective Travel Team (see fax numbers above).

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Submission of Travel Claims, Continued

Fax Process continued

Some things to keep in mind....

- Normally, faxed claims are completed within 24 hours of receipt.
 - Please do not fax PCS or extended TAD claims (if you are unsure whether or not a particular claim should be classified as TAD contact the relevant Travel Team listed above)
 - The UAO is responsible for maintaining Original package (w/receipts) for random purposes.
-

Payment

If all documentation is correct, HRSIC (Tvl) will process your claim then electronically transmit the payment information to the Coast Guard Finance Center (FINCEN) for payment.

- You may expect the funds to be deposited in your selected account within ten working days.

Note: If you want the direct deposit sent to an account other than your current payroll deposit account, you must complete and forward a Direct Deposit Fast Start form (SF-1199A) (available from your financial institution) or a CG HRSIC-2015, Pay Delivery Worksheet (from Enclosure (1) to the Personnel and Pay Procedures Manual, HRSICINST M1000.2A) to the Coast Guard Finance Center. If using the Pay Delivery Worksheet, mark the form "For Travel Claim Payment Only."

- If you are eligible to receive a check for travel claim payment, you may expect a check to be mailed to the address you provided in block 7 of the travel voucher within 15 working days.
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Travel Advances

Introduction	<p>This section outlines the responsibilities of the traveler and approving official to ensure accurate submission of requests for PCS and TAD travel advances. Prior to applying for travel advances, ensure the request will be in compliance with the guidelines outlined in ALCOAST 065/00 (Government Travel Card Program – Mandatory Use).</p>
Required Information	<p>Requests for travel advances must include the following:</p> <ul style="list-style-type: none">• Copy of the Travel Order or the Original Travel Order (Signed by the Authorizing Official and the Traveler).• Completed Original Form SF-1038 “Advance Card” (see instructions for completion on the following page. Ensure unit Approving Official and the Traveler sign the form.
Payment Information	<p>It is imperative the information entered on Form SF-1038 be clear and correct. If you have selected payment by check, the check will be mailed to the address you provide on the form. You may request your travel advance be sent by direct deposit.</p>
Where to mail requests	<p>Shown on page 19.</p>
Where to fax requests	<p>Fax to the appropriate team fax number on page 19.</p>
Preparation notes	<p>Keep the following key points in mind when preparing requests for advances:</p> <ul style="list-style-type: none">• Requests that are processed from an approved TAD or PCS worksheet need not have the traveler's signature. However, requests not signed by the Approving Official CANNOT be processed. (Please indicate if traveler is not available for signature).• HRSIC does not calculate the amount of the travel advance. The unit must complete this. Enter the amount applied for in block 9g of the SF-1038.• Payments for Advance Pay and Allowances are not processed by HRSIC (TVL). Advance Pay and Allowances payments are made through PMIS/JUMPS. Requests should be forwarded to the servicing PERSRU for processing.• Provide a complete mailing address on the SF-1038, even if requesting payment by direct deposit.

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Travel Advances, Continued

Completing the SF-1038 Follow these instructions to complete the Advance of Funds Application and Account (SF-1038). The SF-1038 is available in the *Form Plus Laser*® program on Coast Guard Standard Workstation (CGSW) II or the *Jet Forms*® program on CGSW-III.

Block	Entry
1	Check type of payment. Cash is not an option and if electing direct deposit type or write in "Direct Deposit" in this block.
2	Check type of travel being performed.
3	Member's name.
4	Leave blank.
5	Daytime telephone number including area code.
6	Member's social security number.
7	Unit name.
8	Division or staff symbol.
9a	Travel order number.
9b	Date advance is authorized.
9c	Date(s) of travel.
9d	Mailing address even if direct deposit is elected.
9e	Any previous advance issued on this travel order number.
9f	Amount applied for
9g	Total to be advanced
	Have member sign and date the form
10	Signature of approving official including the date signed.
11	Accounting data.
12	Any additional remarks.

ADVANCE OF FUNDS APPLICATION AND ACCOUNT <small>In compliance with Privacy Act of 1974 the following information is provided; Solicitation of the information on this form is authorized by 5 U.S.C. Chapter 57 as implemented by the Federal Travel Regulations (FPMR 101-7), E.O. 11809 of July 22, 1971, E.O. 11012 of March 27, 1962, and E.O. 9397 of November 22, 1943. The primary purpose of the information is to facilitate the review, approval, accounting and advancement of funds for travel and certain relocation allowance expenses to be incurred under appropriate administrative authorization. The requested information will be used by officers and employees of this agency who have a need for such information in the performance of their official duties. The information will be disclosed to appropriate Federal, State, local or foreign agencies, when relevant to civil, criminal or regulatory investigations or prosecutions, or when pursuant to a requirement by this agency in connection with the hiring or firing of an employee, security clearances, or other investigations of the performance of official duty while in Government service. Your Social Security Number (SSN) is solicited for use as an employee identification number. Disclosure of the requested information is voluntary; however, failure to provide the information required may result in delay or suspension of your advance of funds request.</small>	1. TYPE OF ADVANCE <input type="checkbox"/> CASH <input type="checkbox"/> CHECK	2. TYPE OF TRAVEL <input type="checkbox"/> TEMPORARY <input type="checkbox"/> PERMANENT	3. NAME (Last, first, middle initial)		4. ACCOUNT NO.
			5. TELEPHONE NUMBER(S)		6. SOCIAL SECURITY ACCOUNT NO.
			7. DEPARTMENT OR ESTABLISHMENT		8. BUREAU, DIVISION OR OFFICE
	9. APPLICATION - (For completion by applicant) An advance of funds is hereby requested for travel and other expenses to be incurred by me.				
		a. UNDER AUTHORIZATION NUMBER	b. DATE OF AUTHORIZATION	e. BALANCE DUE U.S. FROM PREVIOUS ADVANCE \$	f. AMOUNT HEREIN APPLIED FOR \$
		c. TRAVEL PERIOD From To		g. TOTAL \$	
		d. MAIL CHECK TO <input type="checkbox"/> OFFICE <input type="checkbox"/> RESIDENCE (Give address - number, street, city, State, ZIP code)		Note: Outstanding advances not fully recovered by deductions from reimbursement vouchers must be promptly repaid. When travel is canceled or indefinitely postponed, the full amount of any outstanding advance shall be repaid immediately.	
		APPLICANT SIGN HERE			DATE
10. APPROVAL		SIGNATURE AND TITLE OF APPROVING OFFICIAL		DATE APPROVED	11. APPROPRIATION TO BE CHARGED
12. REMARKS		13. CASH PAYMENT RECEIVED		DATE	

STANDARD FORM 1038 (Rev. 10-77)
Prescribed by GSA, FPMR (41 CFR) 101-7

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Supplemental Travel Claims

Introduction This section provides procedures to be used when submitting a supplemental travel claim for a missed or non-claimed entitlement after the original claim has been processed.

Procedure Follow the applicable simplified Supplemental Travel Claim Procedure:

	If	Claimant Action
1	Travel Business Line missed a claimed reimbursable expense or made a settlement error...	Contact CAT. No additional paperwork is necessary!
2	DD-1351-2 Travel Data Oversight; claimant failed to complete a block or itemize necessary travel-related expenses on the travel voucher...	Retrieve a copy of original DD-1351-2 and complete the following: 1 Write "SUPPLEMENTAL" and today's date in block 3.c. 2 In block 22 Identify the missed reimbursable item and cost. 3 Sign beneath entry. 4 Have Supervisor "ADMIN REVIEW" the supplemental: sign and date. 5 FAX the supplemental to CAT.
3	Lodging Expenses were denied because authorized reimbursable lacked the required lodging receipt...	Contact CAT and FAX a legible copy of the lodging receipt or signed lost statement that includes: <ul style="list-style-type: none">• name & address of lodging facility;• dates lodging obtained and the daily cost incurred; and whether or not the room was shared.
4	Transportation or Other Expense Denied - an approved authorized reimbursable lacked the required receipt (rental car, airfare or form of payment data) valued at \$75.00 or more...	Contact CAT and thereafter FAX a legible copy of the receipt or signed lost statement showing item purchased, cost and form of payment.
5	TRAVEL ORDER DID NOT AUTHORIZE THE EXPENSE.	Explain situation to your boss, and if applicable, have Travel Orders amended by proper authority and follow steps in item 2 above.
6	A claimed expense is denied by HRSIC (TVL) because it is NOT travel-related,	Prepare a SF-1164 and submit to your Unit Supply Officer/Comptroller and request reimbursement

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U. S. Coast Guard Human Resources Service and Information Center (TVL) Contact Information

Our address



Reminder

Do not fold travel claim documents. Mail in large envelopes with all documents, receipts and copies stapled together as on package.

If you are assigned to	Then use this address
All CGD1, CGD5, CGD7, LANTAREA, MLCLANT, GANTSEC, Europe and Headquarters units	COMMANDING OFFICER (TVL- EC) COAST GUARD HUMAN RESOURCES SERVICE & INFORMATION CENTER P O BOX 3551 TOPEKA KS 66601- 3551
CGD8, CGD9, CGD11, CGD13, CGD14, PACAREA, MLCAPAC, MARSEC and FESEC	COMMANDING OFFICER (TVL- WC) COAST GUARD HUMAN RESOURCES SERVICE & INFORMATION CENTER P O BOX 3552 TOPEKA KS 66601- 3552

Note: These PO Boxes are for travel related items only; sending non-travel related items will cause a significant delay in processing.

Our Telephone Number



Travel Claim Assistance Team's phone number:

(785) 295-2250

or

1-888-872-4885 (1-888-USCG-TVL)

Note: The toll free number (888) is for travelers who don't have access to an FTS line, Reservists, Auxiliarists, separated members, etc.

Our E-Mail Address



Travel Claim Assistance Team's E-Mail address:

CGSWII:

CSTVL/HRISIC

CGSWIII:

"CSTVL/HRISIC@MAILLANT.USCG.MIL"

Our Fax Machine Number



Travel Claim Assistance Team's fax machine number:

785-295-2940

or

785-295-2976